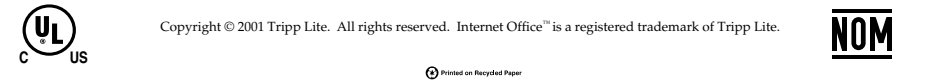


- **Save Your Open Files**
- **Protect All Your Equipment**
- **Maintain Your Internet Connection**



Save these instructions and thoroughly read the Operation and Safety sections before using your Internet Office 300 UPS. Save the original carton and styrofoam inserts. If you require service, your warranty may be voided if the Internet Office 300 UPS is sent back to Tripp Lite in improper packaging.

## 1 • OPERATION

### 1.1 Operation Overview

The Internet Office 300 UPS protects your equipment from all power problems: blackouts, brownouts, surges, spikes and line noise. Reliable battery power allows you to complete work, save data and safely shut down your system in the event of a blackout. Internet Office protects your equipment on both the AC and modem/network line. When AC power is present, the UPS is keeping the battery constantly charged, and connected equipment is powered directly from the AC power line.

### 1.2 Step-By-Step Operation

The UPS is simple to operate and takes just a few minutes to set up. Follow the steps below before you turn the UPS ON:

**STEP 1:** Plug the UPS into an electrical outlet that does not share a circuit with a heavy electrical load (e.g., an air conditioner or refrigerator, etc.)

**STEP 2:** Determine the total VA or wattage draw of all the equipment you plan on connecting to the Battery Backup Protected/Surge Protected Outlets. Look on the equipment nameplate for this information. If the equipment is listed in amps, multiply the number of amps by 120 to determine VA. (Example: 1 amp x 120 = 120 VA). The total VA for all the equipment cannot exceed 300. The total wattage cannot exceed 150.

**STEP 3:** Plug your computer and monitor into the three Battery Backup Protected/Surge Protected Outlets. (Remember they provide both surge and battery backup protection.) NOTE: Do not plug laser printers into these outlets.

**STEP 4:** Plug your peripherals (e.g., printer, scanner or fax machine) into the three Surge Protected Outlets. (Remember they are not supplied with battery backup during a utility power failure.)

## 2 • SAFETY

### 2.1 Installation Safety Warnings

⚠ **WARNING!** ⚠

Tripp Lite does not recommend the use of any of its UPS Systems in any life support application where a malfunction or failure of a Tripp Lite UPS System could cause failure or significantly alter the performance of the life support device. Contact Tripp Lite for further information.

⚠ **CAUTION!** ⚠

Do not allow the UPS to be exposed to moisture, rain, dust, excessive heat or direct sunlight. Do not block the cooling vents on the side of the UPS. Position the UPS at least 6 inches (15 cm) away from any monitors or floppy disks. Small magnetic fields present during backup operation can cause monitor interference or disrupt information on disks.

Two slots on the rear of the UPS allow for secure wall or surface mounting. To mount, use the mounting template on the back of this manual to install fasteners with 5/16" (8 mm) clearance from the mounting surface. Fasteners must be able to support at least 5 lb. (2 kg.). Connect the UPS to a two-pole, three-wire, grounded AC power outlet. To reduce the risk of fire, connect only to a circuit provided with 15 amperes overcurrent protection (in accordance with the National Electrical Code, ANSI/NFPA 70 or your local electrical code.)

Never plug a UPS into itself; this will damage the unit and void your warranty. Never plug a surge suppressor into any of the outlets; this will overload the UPS when operating from battery power. Since the UPS already has surge suppression built in, adding extra surge suppression is not necessary.

The UPS may be damaged if connected to a motor-powered AC generator with voltage and frequency output beyond nominal accepted ranges. Consult the generator manufacturer or Tripp Lite Customer Service before connecting the UPS to a generator.

### 2.2 Battery Safety Warnings

⚠ **WARNING!** ⚠

Batteries can present a risk of electrical shock and burn from high short-circuit current. Observe proper precautions. Do not dispose of the batteries in a fire. Do not open the UPS or the batteries. Do not short or bridge the battery terminals with any object.

There are no user-serviceable parts inside the UPS. Battery replacement should be performed only by authorized service personnel using the same number and type of batteries (Sealed Lead-Acid). The batteries are recyclable. Refer to your local codes for disposal requirements or call 1-800-SAV-LEAD (1-800-728-5323) for complete recycling information.

⚠ **CAUTION!** ⚠

Batteries left discharged will suffer a permanent loss of capacity. If the UPS is stored or not used for three months or longer, fully recharge the batteries by plugging the UPS into a live AC outlet, turning the Power Switch OFF and letting the UPS charge for 4 - 6 hours.

When the Power Switch is ON, the Battery Backup Protected/Surge Protected Outlets are energized from the internal battery, even when the unit is not plugged in.

## 3 • CONTROLS

#### 1) Power On/Off Switch:

The On/Off switch is recessed to prevent accidental equipment turn-off while allowing convenient one-touch power control. "T" = ON and "O" = OFF. Note: Even when switched OFF, the UPS maintains a battery charge whenever it is plugged in and utility voltage is present.

*Alarm Will Sound If . . .*  
... the UPS detects either an undercharged battery or overloaded outlets when you turn the Power Switch ON. Follow the instructions under the Check Battery LED and UPS Overload LED headings.

#### 2) Battery Backup Protected/Surge Protected Outlets:

These outlets provide both battery backup and surge protection. Plug your computer, monitor and other critical equipment into these outlets. NOTE: DO NOT PLUG PRINTERS INTO THESE OUTLETS.

#### 3) Surge Protected Outlets:

While all 6 outlets will provide surge and line noise protection, the 3 Surge Protected Outlets will not supply battery backup. Plug equipment (such as a printer, scanner or fax machine) that does not require battery backup during a utility power failure into these outlets.

#### 4) RJ11/45 Telephone/Dataline Surge Suppressor Jacks:

RJ11/45 jacks provide protection against surges on the telephone and data lines. Plug either a single telephone line or a 10Base-T/100Base-TX network cable into UPS's "IN" jack. Plug telephone line (6 ft. RJ11 cordset included) or the network cable from your equipment into UPS's "OUT" jack. Note: Connecting equipment to the RJ11/45 jacks is optional. The UPS will still work properly without this connection.

#### 5) Circuit Breaker:

The Circuit Breaker protects equipment plugged into the 3 Surge Protected Outlets against short circuits and system overload. If the circuit breaker trips, unplug at least one piece of equipment from the Surge Protected Outlets and reset the breaker by pressing the button back into place.

#### 6) Using Battery LED:

This LED will light when the UPS is providing your equipment with battery power during a blackout or brownout, or during self-test when switch is turned ON. When this indicator lights, close any files you are working on, and shut down your computer. Then turn the UPS OFF to conserve the battery charge. When light is off, the UPS is constantly recharging the battery for later use.

*Alarm Will Sound If . . .*  
... the utility power fails. Alarm will sound once every second. You should close your files and turn off your system immediately.

#### 7) Check Battery LED:

This LED lights when the UPS detects a weak battery. If this indicator lights, follow this procedure:

**STEP 1:** Allow UPS to charge for 4 to 6 hours (leave it switched ON or OFF and plugged in).

**STEP 2:** Test the battery by switching the UPS OFF and back ON again.

**STEP 3:** If the Check Battery LED lights again, the battery must be replaced. Call Tripp Lite Customer Support at (773) 869-1234 or visit our website at [www.tripplite.com](http://www.tripplite.com) for more information.

*Alarm Will Sound If . . .*  
... the Check Battery indicator is lit. The alarm will sound for 10 seconds.

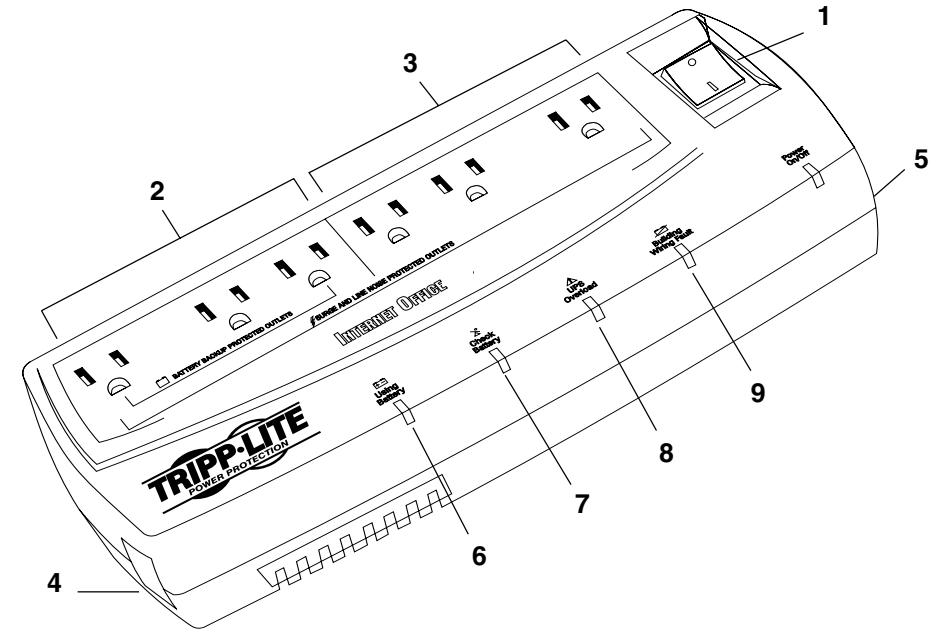
#### 8) UPS Overload LED:

When using battery power, this LED lights when the three Battery Backup Protected/Surge Protected Outlets are overloaded (connected to equipment that exceeds 300VA/150 Watts).

*Alarm Will Remain On . . .*  
... until the overload is removed. Disconnect equipment that does not require battery backup from the Battery Backup Protected/Surge Protected Outlets to eliminate the overload.

#### 9) Building Wiring Fault LED:

This LED instantly alerts you to faulty outlet wiring at your facility (either no ground circuit or a reversed polarity in the building wiring). This LED will detect most common wiring faults, but will not necessarily detect every possible type of fault. If it lights, consult a qualified electrician to examine your building wiring.



4 • TROUBLESHOOTING

4.1 Troubleshooting Guide

Please check the following guide *before* sending your UPS in for service:

SYMPTOM	PROBLEM	CORRECTION
All indicator lights are OFF	UPS is not plugged into a live AC outlet	Plug the UPS into a live AC outlet. If power is not present, make sure that your building's circuit breaker has not been accidentally turned OFF
Circuit breaker button pops up	The Surge Protected Outlets are overloaded	Unplug at least one piece of equipment from any Surge Protected Outlet. Press the circuit breaker button back into place
UPS does not provide expected run time	Battery is not charged enough or has been depleted by frequent power outages	After saving files and switching off your computer, turn the UPS OFF and charge the battery for 4 - 6 hours. Switching OFF the UPS will prevent the battery from unnecessary draining
UPS Overload LED lights, and is accompanied by a constant audible alarm. Run time is diminished	The Battery Backup Protected/Surge Protected Outlets are overloaded	Unplug at least one piece of equipment from the Battery Backup Protected/ Surge Protected Outlets

4.2 Maintenance & Service

The Internet Office 300 UPS contains no user-serviceable parts. If you require service which goes beyond what is explained in the Troubleshooting Guide, call Tripp Lite Customer Support at (773) 869-1234. Explain your problem, and a technical support person will either remedy the problem over the phone or give you instructions about return, repair or exchange. If returning your Internet Office 300 UPS to Tripp Lite, please carefully pack the UPS using the ORIGINAL PACKING MATERIAL that came with the unit. Adequate packing is essential to ensure your UPS is not damaged in transit. Enclose a letter describing the symptoms of the problem. If the UPS is within the 2 year warranty period, enclose a copy of your sales receipt.

5 • SPECIFICATIONS

INTERNET OFFICE 300 UPS SYSTEM

Output Capacity (VA/Watts): .....	300/150
Nominal Output (Voltage, Frequency): .....	120V, 50/60Hz (auto-sensing)
Nominal Input (Voltage, Frequency): .....	120V, 50/60Hz (auto-sensing)
Typical Backup Time: .....	4 - 12 min.
Battery Recharge Rate (to 90% charge): .....	4 - 6 hrs.
Transfer Time, Typical: .....	2 - 4 ms.
AC Outlets (NEMA 5-15R): .....	6 (3 surge & 3 UPS/surge)
Weight With Battery: .....	4.4 lbs.
Dimensions (H x W x D, in.): .....	2-5/8 x 11 x 4-1/2

Surge and Line Noise Protection:  
Suppresses up to 6,000 volt spikes at current levels up to 19,500 amps. Spike suppression starts at voltages just above nominal peak line values. Handles up to 240 joules. Clamping response time: <1 nanosecond. Spike protection in all three modes: Hot to Neutral, Hot to Ground, and Neutral to Ground. Full time EMI/RFI noise suppression

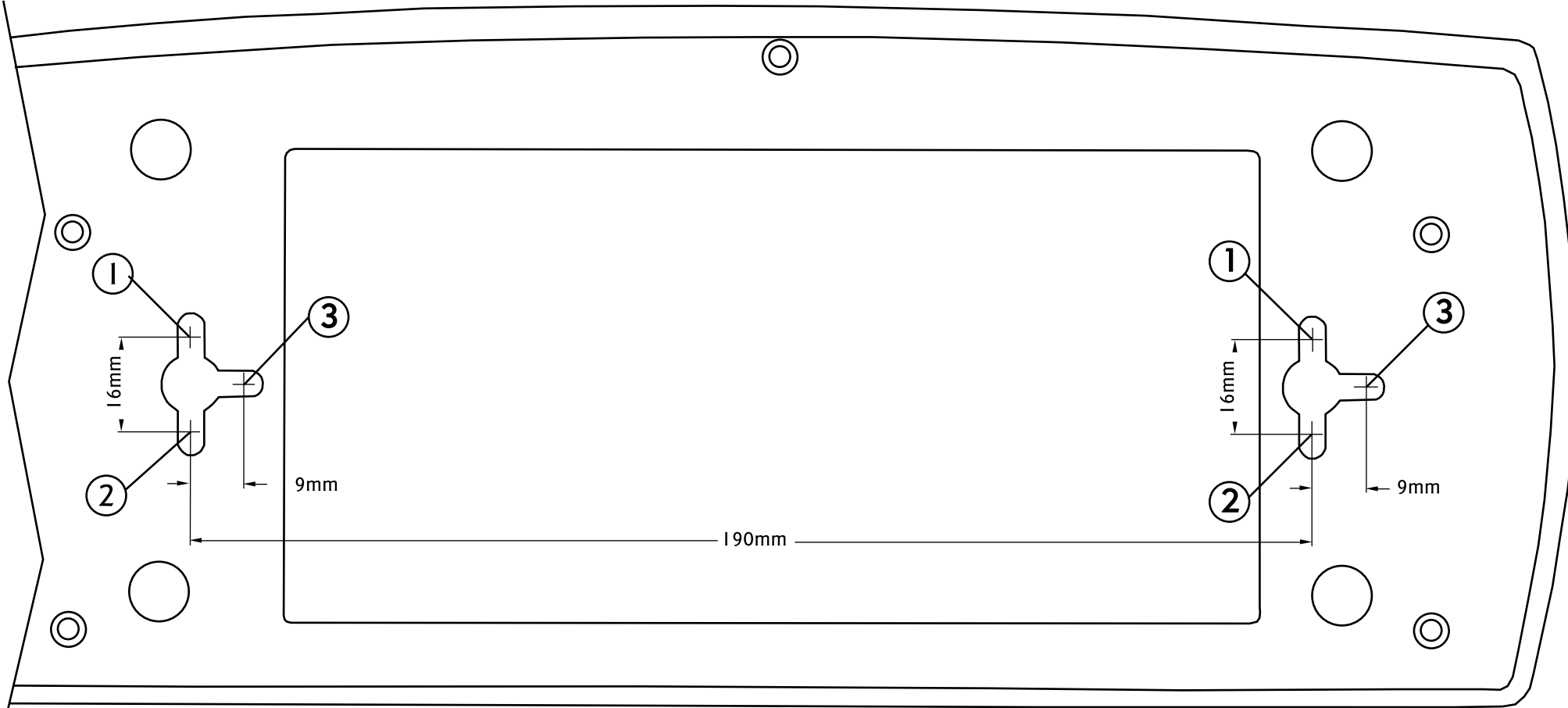
Fax/Modem Protection:  
Single-line modem/fax protection covers center two wires (1 pair) on RJ11/45.

Network Protection:  
10Base-T/100Base-TX ethernet line protection on wires 1,2,3 and 6 of RJ45.

Agency Approvals:  
The Internet Office 300 is UL-1778 listed (UPS System). It meets Canadian National Standards as certified by UL, as well as FCC Class B specifications, + NOM.

6 • MOUNTING TEMPLATE

Use the diagram below to place two user-supplied fasteners in the desired mounting surface. Fasteners must have 5/16" (8 mm) clearance above the mounting surface and be able to support at least 5 lbs (2 kg). Use the fastener positions numbered "1" or "2" for horizontal mounting, or the positions numbered "3" for vertical mounting.



7 • WARRANTY & INSURANCE

2-YEAR LIMITED WARRANTY

Seller warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for a period of 2 years (except batteries outside USA and Canada, 1 year) from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Seller will repair or replace the product, in its sole discretion. Service under this Warranty can only be obtained by your delivering or shipping the product (with all shipping or delivery charges prepaid) to: Tripp Lite; 1111 W. 35th Street; Chicago IL 60609; USA. Seller will pay return shipping charges. Call Tripp Lite Customer Service at (773) 869-1234 before sending any equipment back for repair.

THIS WARRANTY DOES NOT APPLY TO NORMAL WEAR OR TO DAMAGE RESULTING FROM ACCIDENT, MISUSE, ABUSE OR NEGLIGENCE. SELLER MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY EXPRESSLY SET FORTH HEREIN. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES, INCLUDING ALL WARRANTIES OF MERCHANTABILITY OR FITNESS, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD SET FORTH ABOVE; AND THIS WARRANTY EXPRESSLY EXCLUDES ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES. (Some states do not allow limitations on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may have other rights which vary from jurisdiction to jurisdiction).

Tripp Lite; 1111 W. 35th Street; Chicago IL 60609; USA

**WARNING:** The individual user should take care to determine prior to use whether this device is suitable, adequate or safe for the use intended. Since individual applications are subject to great variation, the manufacturer makes no representation or warranty as to the suitability or fitness of these devices for any specific application.

Policy of Tripp Lite is one of continuous improvement. Specifications are subject to change without notice.

ULTIMATE® LIFETIME INSURANCE POLICY (Valid in U.S. and Canada ONLY)

Tripp Lite warrants, for the lifetime of the product, (at Tripp Lite's option) to repair or replace (on a pro rata basis) directly connected equipment that is damaged due to power transients while properly connected to Tripp Lite products offering the Ultimate Insurance Policy. Reimbursement or restoration for data loss is not included. Power transients include spikes and surges on the AC power, data, or telephone lines that the Tripp Lite products have been designed to protect against (as recognized by industry standards).

**AC Power Line Transients:** To claim damages the Tripp Lite product must be plugged into a properly wired and grounded outlet. No extension cords, or other electrical connections may be used. The installation must comply with all applicable electrical and safety codes set forth by the National Electrical Code (NEC). Except as provided above, this warranty does not cover any damage to properly connected electronic equipment resulting from a cause other than an "AC power transient". If user meets all of the above requirements, Tripp Lite will repair or replace (at Tripp Lite's option) equipment up to the specified value (See Ultimate Insurance Policy Limits). No coverage is allowed for damage entering from telephone or data lines, unless they are separately protected as described below.

**Telephone and Data Line Transients:** Tripp Lite will repair or replace directly connected equipment that is damaged by transients on telephone and/or data lines only when all such paths are protected by a Tripp Lite protection product(s) and the AC power (utility) line is simultaneously protected by a Tripp Lite power protection device (UPS, surge suppressor or line conditioner) with Ultimate Insurance coverage. This product protects one line; therefore one directly connected piece of equipment.

Reimbursement dollar limits will be equal to that of the Tripp Lite power protection protector. Coverage is excluded where a suitable environment for the protection device is not provided, including, but not limited to, lack of a proper safety ground. Telephone service equipment must also include a properly installed and operating "primary protection" device at the telephone service entrance (such devices are normally added during telephone line installation).

All above warranties are null and void if the Tripp Lite product has been improperly installed, tampered with or altered in any way, or if the connected equipment was not used under normal operating conditions or in accordance with any labels or instructions. All claims under this warranty must be submitted in writing to Tripp Lite within 30 days of the occurrence or the claim will not be considered. This warranty does not include damage resulting from accident or misuse, and applies to domestic (USA & Canada) use of these products only.

Tripp Lite reserves the right to determine whether the damage to the connected equipment is due to malfunction of the Tripp Lite product by requesting the equipment in question be sent to Tripp Lite for examination. This policy is above and beyond, only to the extent needed, of that provided by any coverage of connected equipment provided by other sources, including, but not limited to, any manufacturer's warranty and/or any extended warranties.

EXCEPT AS PROVIDED ABOVE, TRIPP LITE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some states do not permit limitation or exclusion of implied warranties; therefore, the aforesaid limitation(s) or exclusion(s) may not apply to purchaser.

EXCEPT AS PROVIDED ABOVE, IN NO EVENT WILL TRIPP LITE BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF THIS PRODUCT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. Specifically, Tripp Lite is not liable for any costs, such as lost profits or revenue, loss of equipment, loss of use of equipment, loss of software, loss of data, costs of substitutes, claims by third parties, or otherwise.

To receive service under this warranty, you must be the original purchaser/user of the product in question. You must obtain a Returned Material Authorization (RMA) number from Tripp Lite. Products must be returned to Tripp Lite with transportation charges prepaid and must be accompanied by a description of the problem encountered and proof of date and place of purchase.

CONSUMER INFORMATION AND FCC REQUIREMENTS (U.S. only)

- This equipment complies with Part 68 of the FCC rules. On the top or bottom of this equipment is a label that contains, among other information, the FCC registration number for this equipment. If requested, provide this information to your telephone company.
- If your Fax/Modem Protector causes harm to the telephone network, the telephone company may temporarily discontinue your service. If possible, they will notify you in advance. But if advance notice isn't practical, you will be notified as soon as possible. You will be advised of your right to file a complaint with the FCC.
- Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of your equipment. If they do, you will be given advance notice so as to give you an opportunity to maintain uninterrupted service.
- If you experience trouble with this Fax/Modem Protector, please contact Tripp Lite Customer Support, 1111 W. 35th Street, Chicago, Illinois 60609; Phone (773) 869-1234 for repair/warranty information. The telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or you are sure that the equipment is not malfunctioning.
- This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. (Contact your state public utility commission or corporation for information.)

FCC RADIO/TV INTERFERENCE NOTICE (U.S. only)

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference using one or more of the following measures: reorient or relocate the receiving antenna; increase the separation between the equipment and the receiver; connect the equipment into an outlet on a circuit different from that which the receiver is connected; consult the dealer or an experienced radio/television technician for help. The user must use shielded cables and connectors with this product. Any changes or modifications to this product not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

EQUIPMENT ATTACHMENT LIMITATIONS (models with the Industry Canada label in Canada only)

**NOTICE:** The Industry Canada label identifies certified equipment. This certification means that the equipment meets the telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements Document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that the compliance with the above conditions might not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. Caution: Users should not attempt to make connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.